

AMENDMENTS

In the Claims

1. (Currently Amended) An inter-module communication comprising:
a message, wherein
said message comprises customer relations management system information and
other customer relations management system information,
said customer relations management system information comprises at least one of
agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other than said
agent information and said work item information,
said other customer relations management system information comprises at least
one of a command, a request and a notification, and
**said message is configured to be pushed from a customer relations
management system by virtue of** at least a portion of said message **[[is]]
being** encoded in a markup language.
2. (Previously Presented) The inter-module communication of claim 1, wherein
said notification comprises at least one of notification of an event and autonomously
provided information.
3. (Original) The inter-module communication of claim 2, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.
4. (Previously Presented) The inter-module communication of claim 1, wherein

said other customer relations management system information comprises said command, said command configured to cause a module receiving said message to perform an operation.

5. (Previously Presented) The inter-module communication of claim 1, wherein said other customer relations management system information comprises said request, said request configured to cause a module receiving said message to reply with requested customer relations management system information.

6. (Previously Presented) The inter-module communication of claim 2, wherein said other customer relations management system information comprises said notification, said notification is generated by a module generating said message.

7. (Previously Presented) The inter-module communication of claim 1, wherein said message is communicated in order to cause a function to be performed, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

8. (Original) The inter-module communication of claim 7, wherein said agent-related function is one of an AgentLogin command, an AgentLogout command, an AgentInitAuxWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request and a RequestAgentMediaState request.

9. (Original) The inter-module communication of claim 7, wherein said work item-related function is one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an

HoldWorkItem command, an UnHoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItemToRoute command.

10. (Original) The inter-module communication of claim 7, wherein said statistics-related function is one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request.
11. (Original) The inter-module communication of claim 7, wherein said administrative function is one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command.
12. **(Currently Amended)** An inter-module interface definition comprising:
a message definition, wherein
said message definition defines a message comprising customer relations management system information and other customer relations management system information,
said message is configured to be pushed from a customer relations management system by virtue of at least a portion of said message **[[is]]**
being encoded in a markup language,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other than said agent information and said work item information, and
said other customer relations management system information comprises at least one of a command, a request and a notification.
13. (Previously Presented) The inter-module interface definition of claim 12, wherein

said notification comprises at least one of notification of an event and autonomously provided information.

14. (Previously Presented) The inter-module interface definition of claim 13, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

15. (Previously Presented) The inter-module interface definition of claim 12, wherein said message definition defines said command, said command defined such that a module receiving said message performs an operation.

16. (Previously Presented) The inter-module interface definition of claim 12, wherein said message definition defines said request, said request defined such that a module receiving said message replies with requested customer relations management system information.

17. (Previously Presented) The inter-module interface definition of claim 12, wherein said message definition defines said notification as being generated by a module generating said message.

18. (Previously Presented) The definition inter-module interface definition of claim 12, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

19. (Original) The inter-module interface definition of claim 18, wherein said agent-related function defines one of an AgentLogin command, an AgentLogout command, an AgentInitAuxWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a

RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request and a RequestAgentMediaState request.

20. (Original) The inter-module interface definition of claim 18, wherein said work item-related function defines one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItemToRoute command.

21. (Original) The inter-module interface definition of claim 18, wherein said statistics-related function defines one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request.

22. (Original) The inter-module interface definition of claim 18, wherein said administrative function defines one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command.

23. **(Currently Amended)** A method of inter-module communication comprising: forming a message, wherein
said message comprises customer relations management system information and other customer relations management system information,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,

said other customer relations management system information is other than said agent information and said work item information,
said other customer relations management system information comprises at least one of a command, a request and a notification, and
said message is configured to be pushed from a customer relations management system by virtue of at least a portion of said message **[[is]]**
being encoded in a markup language.

24. (Previously Presented) The method of claim 23, wherein said notification comprises at least one of notification of an event and autonomously provided information.
25. (Original) The method of claim 24, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
26. (Original) The method of claim 23, further comprising:
communicating said message from a commerce server to a universal queuing system.
27. (Previously Presented) The method of claim 23, further comprising:
forming said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.
28. (Previously Presented) The method of claim 23, further comprising:
forming said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.
29. (Previously Presented) The method of claim 23, further comprising:

forming said notification, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.

30. (Previously Presented) The method of claim 23, wherein said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

31. (Original) The method of claim 30, wherein

said agent-related function is initiated by one of an AgentLogin command, an AgentLogout command, an AgentInitAuBWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request and a RequestAgentMediaState request.

32. (Original) The method of claim 30, wherein

said work item-related function is initiated by one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItemToRoute command.

33. (Original) The method of claim 30, wherein

said statistics-related function is initiated by one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request.

34. (Original) The method of claim 30, wherein
said administrative function is initiated by one of a UQOpenConnection command, a
UQReopenConnection command, a UQInitRules command, a UQReplaceRules
command and a UQDisconnect command.
35. (Previously Presented) The method of claim 30, further comprising:
sending said message.
36. (Previously Presented) The method of claim 35, further comprising:
receiving said message.
37. (Currently Amended) A computer system comprising:
a processor;
computer readable medium coupled to said processor; and
computer code, encoded in said computer readable medium, configured to cause said
processor to:
form a message, wherein
said message comprises customer relations management system
information and other customer relations management system
information,
said customer relations management system information comprises at least
one of agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other
than said agent information and said work item information,
said other customer relations management system information comprises
at least one of a command, a request and a notification, and
**said message is configured to be pushed from a customer relations
management system by virtue of** at least a portion of said
message **[[is]] being** encoded in a markup language.

38. (Previously Presented) The computer system of claim 37, wherein said notification comprises at least one of notification of an event and autonomously provided information.
39. (Previously Presented) The computer system of claim 38, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
40. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
communicate said message from a commerce server to a universal queuing system.
41. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
form said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.
42. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
form said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.
43. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
form said notification, wherein
said other customer relations management system information comprises said notification, and
said notification is generated by a module generating said message.

44. (Previously Presented) The computer system of claim 37, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.
45. (Previously Presented) The computer system of claim 44, wherein said computer code is further configured to cause said processor to:
send said message.
46. (Currently Amended) A computer program product encoded in computer readable media, said computer program product comprising:
a first set of instructions, executable on a computer system, configured to form a message, wherein
said message comprises customer relations management system information and other customer relations management system information,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other than said agent information and said work item information,
said other customer relations management system information comprises at least one of a command, a request and a notification, and
said message is configured to be pushed from a customer relations management system by virtue of at least a portion of said message **[[is]] being** encoded in a markup language.
47. (Previously Presented) The computer program product of claim 46, wherein said notification comprises at least one of notification of an event and autonomously provided information.
48. (Previously Presented) The computer program product of claim 47, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

49. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to communicate said message from a commerce server to a universal queuing system.

50. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

51. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

52. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form said notification, wherein
said other customer relations management system information comprises said notification, and
said notification is generated by a module generating said message.

53. (Previously Presented) The computer program product of claim 46, wherein said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

54. (Previously Presented) The computer program product of claim 53, wherein said computer program product further comprises:
a second set of instructions, executable on said computer system, configured to send said message.

55. (**Currently Amended**) An apparatus for inter-module communication comprising:
means for forming a message, wherein
said message comprises customer relations management system information and other customer relations management system information,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other than said agent information and said work item information,
said other customer relations management system information comprises at least one of a command, a request and a notification, and
said message is configured to be pushed from a customer relations management system by virtue of at least a portion of said message **[[is]]**
being encoded in a markup language.

56. (Previously Presented) The apparatus of claim 55, wherein said notification comprises at least one of notification of an event and autonomously provided information.

57. (Previously Presented) The apparatus of claim 56, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

58. (Previously Presented) The apparatus of claim 55, further comprising:
means for communicating said message from a commerce server to a universal queuing system.

59. (Previously Presented) The apparatus of claim 55, further comprising:
means for forming said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

60. (Previously Presented) The apparatus of claim 55, further comprising:
means for forming said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

61. (Previously Presented) The apparatus of claim 55, further comprising:
means for forming said notification, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.

62. (Previously Presented) The apparatus of claim 55, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

63. (Previously Presented) The apparatus of claim 62, further comprising:
means for sending said message.

64. (Previously Presented) The apparatus of claim 63, further comprising:
means for receiving said message.
65. (**Currently Amended**) A method of inter-module communication comprising:
receiving a message, wherein
said message comprises customer relations management system information and
other customer relations management system information,
said customer relations management system information comprises at least one of
agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other than said
agent information and said work item information,
said other customer relations management system information comprises at least
one of a command, a request and a notification, and
said message is configured to be pushed from a customer relations
management system by virtue of at least a portion of said message **[[is]]**
being encoded in a markup language.
66. (Previously Presented) The method of claim 65, wherein
said notification comprises at least one of notification of an event and autonomously
provided information.
67. (Previously Presented) The method of claim 66, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.
68. (Previously Presented) The method of claim 65, wherein
said receiving of said command occurs at a universal queuing system.
69. (Previously Presented) The method of claim 65, further comprising:

performing an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.

70. (Previously Presented) The method of claim 65, further comprising:
replying with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.

71. (Previously Presented) The method of claim 65, wherein
said other customer relations management system information comprises said notification, and
said notification is generated by a module generating said message.

72. (Previously Presented) The method of claim 65, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

73. **(Currently Amended)** A computer system comprising:
a processor;
computer readable medium coupled to said processor; and
computer code, encoded in said computer readable medium, configured to cause said processor to:
receive a message, wherein
said message comprises customer relations management system information and other customer relations management system information,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,

said other customer relations management system information is other than said agent information and said work item information, said other customer relations management system information comprises at least one of a command, a request and a notification, and **said message is configured to be pushed from a customer relations management system by virtue of** at least a portion of said message **[[is]] being** encoded in a markup language.

74. (Previously Presented) The computer system of claim 73, wherein said notification comprises at least one of notification of an event and autonomously provided information.
75. (Previously Presented) The computer system of claim 74, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
76. (Previously Presented) The computer system of claim 73, wherein said receiving of said command occurs at a universal queuing system.
77. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:
perform an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.
78. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:
reply with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.
79. (Previously Presented) The computer system of claim 73, wherein

said other customer relations management system information comprises said notification, and
said notification is generated by a module generating said message.

80. (Previously Presented) The computer system of claim 73, wherein said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

81. (**Currently Amended**) A computer program product encoded in computer readable media, said computer program product comprising:
a first set of instructions, executable on a computer system, configured to receive a message, wherein
said message comprises customer relations management system information and other customer relations management system information,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other than said agent information and said work item information,
said other customer relations management system information comprises at least one of a command, a request and a notification, and
said message is configured to be pushed from a customer relations management system by virtue of at least a portion of said message **[[is]]**
being encoded in a markup language.

82. (Previously Presented) The computer program product of claim 81, wherein said notification comprises at least one of notification of an event and autonomously provided information.

83. (Previously Presented) The computer program product of claim 81, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

84. (Previously Presented) The computer program product of claim 81, wherein said receiving of said command occurs at a universal queuing system.

85. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to perform an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.

86. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to reply with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.

87. (Previously Presented) The computer program product of claim 81, wherein said other customer relations management system information comprises said notification, and

said notification is generated by a module generating said message.

88. (Previously Presented) The computer program product of claim 81, wherein said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

89. (Currently Amended) An apparatus for inter-module communication comprising:

means for receiving a message, wherein

said message comprises customer relations management system information and

other customer relations management system information,

said customer relations management system information comprises at least one of

agent information and work item information,

said agent information comprises information regarding an agent,

said work item information comprises information regarding a work item,

said other customer relations management system information is other than said

agent information and said work item information,

said other customer relations management system information comprises at least

one of a command, a request and a notification, and

said message is configured to be pushed from a customer relations

management system by virtue of at least a portion of said message **[[is]]**

being encoded in a markup language.

90. (Previously Presented) The apparatus of claim 89, wherein

said notification comprises at least one of notification of an event and autonomously provided information.

91. (Previously Presented) The apparatus of claim 90, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

92. (Previously Presented) The apparatus of claim 89, wherein

said receiving of said command occurs at a universal queuing system.

93. (Previously Presented) The apparatus of claim 89, further comprising:

means for performing an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.

94. (Previously Presented) The apparatus of claim 89, further comprising:
means for replying with requested customer relations management system information in
response to receiving said message, wherein said other customer relations
management system information comprises said request.
95. (Previously Presented) The apparatus of claim 89, wherein
said other customer relations management system information comprises said
notification, and
said notification is generated by a module generating said message.
96. (Previously Presented) The apparatus of claim 89, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.
97. (Previously Presented) The inter-module communication of claim 1, wherein
said customer relations management system information includes customer relations
management information.
98. (Previously Presented) The inter-module communication of claim 1, wherein
said customer relations management system information includes customer relations
management software information.